

OHR Diversity Presentation

April 30, 2004

Beginning of FY03

- Jerry recently completed a reorganization of OHR creating a Leadership/OD Office and expanding the scope of the Workforce Planning Office
- He had implemented a culture change initiative which culminated in an All-Hands retreat
- A number of actions were generated at the retreat
- The process for implementing these actions had not yet been established

FY02 Retreat Issues

- Consistency and fairness of OHR policies
- Improve communications
- Improve relationship with customers
- Improve our in-house expertise; grow experience for employees
- How does HR fit into the big picture

2nd Quarter FY03

- PMA – Getting to Green resulting in a huge increase in new initiatives
- New Human Capital Plan was emphasizing new strategic/transformational role for HR
- Agency One-HR initiative was identifying new strategic roles for HR Offices
- Mandate from AI to change HR from a primarily based transactional organization to a more transformational one that will evolve a Human Capital Strategy for the Center

Remainder of FY03

- Focus of HR shifted from an internal culture change focus to an external business focus
- New drivers for HR were to:
 - Build an infrastructure that would allow us to better understand the business of our customers
 - Create a direct link between customer requirements and HR's delivery system
 - Broaden the opportunities and vision of HR employees
- What we did do was:
 - Elicited the support of Human Capital Reps
 - Aligned our business approach with HCP pillars
 - Established liaisons in 4 directorates
 - Created directorate-focused teams to support the liaisons
 - Attempting to engage as many employees as possible

Human Capital Consulting Model

	Project Management Dir	500 Engineering Dir	600 Space Science Dir	900 Earth Science Dir	Initiatives
Strategic Alignment	Crystal Mitchell-Coleman	Ann Richmond	Stacey Day	Carol Jorgensen	One-NASA NSSC One-HR
Strategic Competency/ WP/A	Debbie Parsons	Keith Lowe	Nelson Rodriguez	Jackie Scully	CMS Buyouts Corporate recruitment Workforce models
Learning Culture/Training	Laura Cochran	Leta Love	Nichole Richmond	Matt Jarvis	Knowledge management Mentoring & coaching CAIB report
Performance Culture/Awards/ Perf Planning	Tina LaFountain	Susan Boggs	Donna Swann	Monica Holbeck	Legislative Tools Mobility initiative Agency awards & recognition Study New Performance criteria
Leadership Development	Sheri Brown	Kathy Dinsmore	Kathryn Gaulke	Andrea Ables	Agency Leadership model Succession Planning SES Criteria

Broaden Opportunities for HR Employees

- Focus
 - Improve Communications
 - Expand employee visibility
 - Expand opportunities
- Improve communications
 - All-Hands
 - Brown bag lunches
 - Attending staff meetings
- Expand visibility
 - Meeting attendance
 - Presentations

Broaden Opportunities for HR Employees

- Expanding Opportunities
 - Leading projects
 - Expand number of employees involved
 - Provide opportunity for employees to work on Center and Agency Teams
 - Expand training opportunities
 - Working as a consultant
 - Project Management
 - Continue to promote detail opportunities

Project Leadership

- New Legislation Project - Lori Moore
- New Performance Appraisal System - Tina LaFountain
- AWS & Teleworking - Diane Hagerty
- Mission Based Training - Laura Cochran
- Class Action - Pam Guzzone
- FAIR - Jackie Scully
- FY04 Buyouts - Crystal Gayhart
- Workforce Planning - Debbie Parsons
- Competency Management System - Keith Lowe
- NSSC – Sandy Buffalano
- ISO Training - Sharon Johnson
- E-Payroll - Tonyia Richardson

Agency Teams

- New Legislative Authorities Team
 - Lori Moore
 - Chris Beidel
 - Dale Colbert
 - Cheryl Rosanova
 - Nelson Rodriguez
- Competency Management System Team
 - Keith Lowe
- NSSC Functional Team
 - Sandy Buffalano
 - Keith Lowe
- NSSC MEO Team
 - Nicole Richmond
- Human Capital Metrics Team
 - Sharon Johnson
- Agency Awards Team
 - Leta Love

Detail Opportunities

- Host Organization for:
 - Pam Guzzone
 - Howard Kea
- Internal Detail for Janice Gelder
- External Detail Opportunities for:
 - Susan Boggs
 - Nichole Richmond
 - Jonnelle Wells

Mentoring Participation in Center Program

Mentors

- Susan Boggs
- Nichole Richmond
- Jim Wilk
- Lori Moore

Mentees

Odessia Becks
Crystal Coleman
Sheila Jackson
Esther Johnson
Danielle Tolbert
Michelle Zidek

FY04

- Integrate the internal culture issues with the external business process
- Held All-Hands meeting on what is working and what is not working
 - Will be working issues with OHR Senior managers
 - Will be meeting with all Office staffs to review input
 - Will be holding employee sessions on how to address these issues
- Continue to look at other opportunities for career enhancement for more employees and ways to expand greater employee involvement in how the organization is functioning

FY04 All-Hands Issues

- Management – employee relations
- Improved communications
- Issues with the new approach to doing business
- Workload

BACKUP

Diversity Training

- **Diversity Course: Cultural Competency Workshop - April 2003**
 - Kathy Dinsmore
 - Lori Moore
- **TWI Briefings**
 - **2003**
Donna Swann
Tina LaFountain
Dianne Hagerty
Nichole Richmond
Jim Wilk
 - **2004 (to date)**
Andrea Ables
- **Diversity Dialogues:** Kathryn Gaulke, Facilitator

Supervisory Feedback Tool Usage

- **Supervisory Feedback**

- **6 of 8 Supervisors received feedback**
- **4 of 6 Receiving feedback held facilitated discussions**
- **Actions taken included identifying top 2-3 priorities with staff follow-up**

Tom Paprocki	Received less than 3 reports
Sandy Buffalano	Received less than 3 reports
Andrea Ables -	facilitation - YES
Debbie Parsons -	facilitation - YES
Linda Ledman -	facilitation - YES
Donna Swann -	facilitation - YES
Carol Jorgensen -	facilitation - NO
Arletta Love	facilitation - NO

Alternative Work Opportunities

- HR employees participate in a host of flexible work opportunities
 - Telework ~ 30 Employees
(combination regular/intermittent)
 - Alternative Work Schedule ~ 40 Employees